

# Enterprise Incident Report October 2012

As of 11/1/2012

## Board of Pardons and Parole

### First Contact Resolution

First contact resolution tracks DTS' efforts to resolve customer incidents on initial contact.

Cells displayed show the number of incidents resolved on first contact during the reporting period.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number - First Contact Resolution		
			High	Low	FCR Total
Board of Pardons and Parole	Help Desk	Brenda Treadway	0 0	1 1	1 1
		James Stearns	0 0	1 1	1 1
		Vicky Marrelli	0 0	1 1	1 1
		<b>Assigned to Individual Total</b>	0 0	3 3	3 3
	Metro C Desktop Support	Tammy Black	0 0	2 0	2 0
		<b>Assigned to Individual Total</b>	0 0	2 0	2 0
	Metro C Help Desk	Cliff Jensen	0 0	3 3	3 3
		Reed Stohel	1 1	5 3	6 4
		Ross Owen	0 0	3 3	3 3
		<b>Assigned to Individual Total</b>	1 1	11 9	12 10
	Strategic Communications	Luis Larios	0 0	1 0	1 0

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			High	Low	FCR Total
Board of Pardons and Parole	Strategic Communications	Assigned to Individual Total	0 0	1 0	1 0
	Assigned Group Total		1 1	17 12	18 13
	Customer Company Total		1 1	17 12	18 13

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### Missed Initial Response

Missed initial response tracks DTS' efforts to respond to customer incidents in accordance with enterprise standards .

Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and

Critical within 30 clock minutes.

Cells displayed show the number of incident responses that missed the enterprise standards during the reporting period.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number - Missed Initial Response		
			High	Low	MIR Total
Board of Pardons and Parole	Help Desk	Brenda Treadway	0 0	1 0	1 0
		James Stearns	0 0	1 0	1 0
		Vicky Marrelli	0 0	1 0	1 0
		<b>Assigned to Individual Total</b>	0 0	3 0	3 0
	Metro C Desktop Support	Tammy Black	0 0	2 0	2 0
		<b>Assigned to Individual Total</b>	0 0	2 0	2 0
	Metro C Help Desk	Cliff Jensen	0 0	3 0	3 0
		Reed Stohel	1 0	5 0	6 0
		Ross Owen	0 0	3 0	3 0
		<b>Assigned to Individual Total</b>	1 0	11 0	12 0
	Strategic Communications	Luis Larios	0 0	1 0	1 0

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			High	Low	MIR Total
Board of Pardons and Parole	Strategic Communications	Assigned to Individual Total	0	1	1
			0	0	0
	Assigned Group Total		1	17	18
			0	0	0
Customer Company Total			1	17	18
			0	0	0

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### Average Time To Initial Response

Average time to initial response tracks DTS' efforts in responding to customer incidents based upon established enterprise standards . Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and Critical within 30 clock hour minutes.

Cells displayed show the number of incidents and the average time it took DTS to respond to the customer's problem.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number -Average time in hours		
			High	Low	ATTIR Total
Board of Pardons and Parole	Help Desk	Brenda Treadway	0 0.00	1 0.00	1 0.00
		James Stearns	0 0.00	1 0.00	1 0.00
		Vicky Marrelli	0 0.00	1 0.00	1 0.00
		<b>Assigned to Individual Total</b>	0 0.00	3 0.00	3 0.00
	Metro C Desktop Support	Tammy Black	0 0.00	2 0.08	2 0.08
		<b>Assigned to Individual Total</b>	0 0.00	2 0.08	2 0.08
	Metro C Help Desk	Cliff Jensen	0 0.00	3 0.00	3 0.00
		Reed Stohel	1 0.00	5 0.01	6 0.01
		Ross Owen	0 0.00	3 0.00	3 0.00
		<b>Assigned to Individual Total</b>	1 0.00	11 0.01	12 0.01
	Strategic Communications	Luis Larios	0 0.00	1 0.25	1 0.25

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			High	Low	ATTIR Total
Board of Pardons and Parole	Strategic Communications	Assigned to Individual Total	0 0.00	1 0.25	1 0.25
	Assigned Group Total		1 0.00	17 0.03	18 0.03
Customer Company Total			1 0.00	17 0.03	18 0.03

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### Missed Resolution

Missed resolution tracks DTS' efforts to resolve customer incidents in accordance with enterprise standards .

Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and

Critical within 2 clock hours.

Cells displayed show the number of incidents that missed the enterprise resolution times during the reporting period.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number - Missed Resolution		
			High	Low	MR Total
Board of Pardons and Parole	Help Desk	Brenda Treadway	0 0	1 0	1 0
		James Stearns	0 0	1 0	1 0
		Vicky Marrelli	0 0	1 0	1 0
		<b>Assigned to Individual Total</b>	0 0	3 0	3 0
	Metro C Desktop Support	Tammy Black	0 0	2 0	2 0
		<b>Assigned to Individual Total</b>	0 0	2 0	2 0
	Metro C Help Desk	Cliff Jensen	0 0	3 0	3 0
		Reed Stohel	1 0	5 0	6 0
		Ross Owen	0 0	3 0	3 0
		<b>Assigned to Individual Total</b>	1 0	11 0	12 0
	Strategic Communications	Luis Larios	0 0	1 1	1 1

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			High	Low	MR Total
Board of Pardons and Parole	Strategic Communications	Assigned to Individual Total	0	1	1
			0	1	1
	Assigned Group Total		1	17	18
		0	1	1	
Customer Company Total			1	17	18
			0	1	1



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### Average Time To Resolution

Average time to resolution tracks DTS' efforts to resolve customer incidents based upon established enterprise standards .

Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and Critical within 2 clock hours.

Cells displayed show the number of incidents and the average time it took DTS to resolve the customer's problem.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number - Average time in hours		
			High	Low	ATTR Total
Board of Pardons and Parole	Help Desk	Brenda Treadway	0 0.00	1 0.00	1 0.00
		James Stearns	0 0.00	1 0.00	1 0.00
		Vicky Marrelli	0 0.00	1 0.00	1 0.00
		<b>Assigned to Individual Total</b>	0 0.00	3 0.00	3 0.00
	Metro C Desktop Support	Tammy Black	0 0.00	2 0.08	2 0.08
		<b>Assigned to Individual Total</b>	0 0.00	2 0.08	2 0.08
	Metro C Help Desk	Cliff Jensen	0 0.00	3 0.00	3 0.00
		Reed Stohel	1 0.00	5 0.01	6 0.01
		Ross Owen	0 0.00	3 0.00	3 0.00
		<b>Assigned to Individual Total</b>	1 0.00	11 0.01	12 0.01
	Strategic Communications	Luis Larios	0 0.00	1 7.25	1 7.25

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			High	Low	ATTR Total
Board of Pardons and Parole	Strategic Communications	Assigned to Individual Total	0 0.00	1 7.25	1 7.25
	Assigned Group Total		1 0.00	17 0.44	18 0.42
Customer Company Total			1 0.00	17 0.44	18 0.42

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## Board of Pardons and Parole

### Detail

<b>INC000000586262</b>	John Green Metro C Help Desk	None Ross Owen	None Board of Pardons and Parole	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
<b>INC000000586797</b>	Julie K Brown Strategic Communications	EIS Hardware Luis Larios	None Board of Pardons and Parole	None Low	Closed	TIR Missed: No TTR Missed: Yes	0.25 7.25
<b>INC000000587038</b>	Cheri Prince Metro C Desktop Support	PC/Laptop Tammy Black	Performance Board of Pardons and Parole	None Low	Closed	TIR Missed: No TTR Missed: No	0.11 0.11
<b>INC000000588230</b>	Clark A Harms Metro C Help Desk	None Reed Stohel	None Board of Pardons and Parole	Internet Explorer High	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
<b>INC000000589434</b>	Kinsey Lytle Metro C Help Desk	Network Reed Stohel	Password Board of Pardons and Parole	Novell Client for 32-bit Windows Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
<b>INC000000590343</b>	Cheri Prince Metro C Help Desk	None Ross Owen	None Board of Pardons and Parole	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
<b>INC000000590850</b>	Ann Galvan Metro C Help Desk	Print/Copy/Scan/Fax Reed Stohel	Incident Board of Pardons and Parole	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
<b>INC000000593040</b>	John Green Metro C Help Desk	Application Reed Stohel	Reporting Board of Pardons and Parole	PGP Low	Closed	TIR Missed: No TTR Missed: No	0.07 0.07
<b>INC000000594519</b>	Jim Hatch Metro C Help Desk	Application Cliff Jensen	Error Board of Pardons and Parole	ZENworks for Desktops Low	Resolved	TIR Missed: No TTR Missed: No	0.00 0.00
<b>INC000000594613</b>	Amanda Burr Help Desk	Network James Stearns	Incident Board of Pardons and Parole	Novell Client for 32-bit Windows Low	Resolved	TIR Missed: No TTR Missed: No	0.00 0.00
<b>INC000000594852</b>	Jennifer Bartell Help Desk	PC/Laptop Vicky Marrelli	Error Board of Pardons and Parole	ZENworks for Desktops Low	Resolved	TIR Missed: No TTR Missed: No	0.00 0.00
<b>INC000000595072</b>	Melissa Stapley Metro C Help Desk	None Reed Stohel	None Board of Pardons and Parole	Microsoft Windows 7 Low	Resolved	TIR Missed: No TTR Missed: No	0.00 0.00
<b>INC000000595182</b>	Claudette Froehle Metro C Help Desk	None Reed Stohel	None Board of Pardons and Parole	Offender Tracking Low	Resolved	TIR Missed: No TTR Missed: No	0.00 0.00
<b>INC000000596499</b>	Megan B Hess Help Desk	PC/Laptop Brenda Treadway	Hardware Board of Pardons and Parole	None Low	Resolved	TIR Missed: No TTR Missed: No	0.00 0.00
<b>INC000000597622</b>	Ann Galvan Metro C Help Desk	Network Cliff Jensen	Password Board of Pardons and Parole	Novell Client for 32-bit Windows Low	Resolved	TIR Missed: No TTR Missed: No	0.00 0.00
<b>INC000000598990</b>	Cheri Prince Metro C Help Desk	None Ross Owen	None Board of Pardons and Parole	Novell GroupWise Low	Resolved	TIR Missed: No TTR Missed: No	0.00 0.00

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<b>INC000000599051</b>	Cheri Prince	PC/Laptop	Error	None		TIR Missed: No	0.05
	Metro C Desktop Support	Tammy Black	Board of Pardons and Parole	Low	Resolved	TTR Missed: No	0.05
<b>INC000000600862</b>	Shanna Wettstein	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro C Help Desk	Cliff Jensen	Board of Pardons and Parole	Low	Resolved	TTR Missed: No	0.00